



## **BOX OFFICE ASSISTANT**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To perform a wide variety of clerical and customer service work related to the operation of the Tempe Center for the Arts box office.

### **Supervision Received and Exercised:**

Receives general supervision from an Arts Coordinator, Arts Specialist or from other supervisory and management staff.

Exercises functional supervision over temporary and volunteer staff.

### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Assist in the day to day operation of the box office; understand and operate all aspects of the Tempe Center for the Arts (TCA) computerized ticketing system.
- Participate in the selection of temporary staff; assist in staff and volunteer training for TCA box office procedures.
- Serve at a cashier window; respond to routine inquiries and complaints; answer telephone and walk-in requests for ticket sales and information regarding the TCA and upcoming events.
- Prepare the cash drawer for daily use; receive and verify monies from previous day; prepare and reconcile cash drawers and daily receipts for bank deposits; record daily accounting transaction information.
- Prepare a variety of reports (i.e. ticket sales, audits, complimentary tickets, etc.).
- Update written customer information boards to convey current event information to customers.
- Review work for continuous process improvements; recommend and assist in the implementation of policies and procedures; apply good customer service principles.

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Box Office Assistant (continued)

- Maintain and order all supplies used within the box office.
- Perform related duties as assigned.

**Minimum Qualifications:**

**Experience:**

Equivalent to two years of fulltime experience in box office operations, customer service or ticket sales or directly related to the core functions of this position.

**Education:**

Equivalent to completion of the twelfth grade supplemented by training or coursework in customer service, business or degree related to the core functions of this position.

**Licenses/Certifications:**

None

**Examples of Physical and/or Mental Activities:**

(Pending)

**Competencies:**

<http://www.tempe.gov/home/showdocument?id=26274>

**Job Code: 102**

**Status: Non-Exempt / Classified**